

Memorandum

To: All Interested Parties
From: Marci Nielsen, Ph.D, MPH
Executive Director, Kansas Health Policy Authority
Date: January 19, 2007
RE: MCO Transition Weekly Progress Update

We are now in the third week of the Medicaid managed care organization transition, and things continue to appear going smoothly. The Health Policy Authority, as well as the MCOs, is still addressing any unforeseen issues that arise to ensure that beneficiaries receive the continued care they need.

All tasks outlined in the transition work plan have been completed by EDS, and KHPA continues to monitor the progress. EDS has received more than 45,000 calls related to the transition of beneficiaries through January 10, 2007. Most of these calls recently have been related to coverage and network issues as opposed to the enrollment calls they received in previous weeks. Those coverage and network issues are being addressed by each plan.

Children's Mercy Family Health Partners has continued to address several challenges.

- The provider section on their web-site has been changed to make it easier to select Kansas information and should eliminate the issue of providers not being able to locate information such as the provider manual or prior authorization guidelines.
- Claims have already been received by Children's Mercy FHP, and thus far, no problems in claims processing have been identified.
- Plans are now in place for the development of an electronic remittance advice (ERA), and it will be available by the end of the first quarter. In the interim, providers can use an Excel version of an electronic ERA.
- Any historic primary care physician match that was not correct has been addressed, and members have been reassigned to their historic providers.
- An issue concerning mental health drugs has been resolved. A number of the medications currently in use by children, and approved for use in children, were loaded in the Caremark system as over 18 years of age only. Caremark was notified, and the problem is being corrected. Caremark's pharmacy's help desk number is (800) 345-5413. The help desk is available to pharmacist having difficulties processing their claims. The general Caremark pharmacy number is (888) 413-2723.
- News blasts are being sent out to providers on a periodic basis to alert them of changes and news affecting them or their patients.

Agency Website: www.khpa.ks.gov

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Medicaid and HealthWave:
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Benefits and Plan Purchasing:
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State Self Insurance Fund:
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UniCare Health Plan of Kansas also continues to address issues that have been raised.

- Claims have been received and are already being processed. Thus far, there have not been major problems regarding claims processing.
- Customer Service Representatives are now receiving updated information daily to better address the questions and resolve issues that providers and beneficiaries are calling about.
- KHPA, UniCare and the Optometrists Association are working together to address various issues which have been raised by the Optometrists since the transition to the new contract. We have been asked for clarification regarding a number of issues and it will come in the form of written communications, middle of next week. In the meantime, we encourage the optometrists to sustain their long standing support of the Medicaid program. We appreciate the optometrists' willingness to provide care to our beneficiaries and we are committed to resolving the issues expeditiously to ensure our beneficiaries continue to have adequate access to services across the State.
- Providers should be receiving fax blasts regarding changes and news. These are also posted electronically on their website.
- The WellPoint pharmacy line is (866) 629-1611.

In addition to a number of issues that have been addressed by the plans, an updated frequently asked questions (FAQ) document regarding questions providers or beneficiaries may have is available on the KHPA website at www.khpa.ks.gov. I encourage you to read this document, and if you have additional questions, please contact one of the plans or KHPA.

This transition work plan appears to have created a smooth transition for our Medicaid managed care beneficiaries. The issues that are being raised continue to be addressed in a timely manner. The Health Policy Authority is still monitoring this transition to be sure our beneficiaries receive the care they need.